

RESOURCE GUIDE

This listing has been compiled by area nurses as part of their Community Nursing course at UMass in Amherst. Those deserving credit for assembling this comprehensive listing are the following RN's: John Brower, Susan Jalbert, Michele Cancilla and Osnat Kudlik. Everything is listed in alphabetical categories.

Caregiver Support Groups

- Elder Services of Berkshire County, Inc., 66 Wendell Ave., Pittsfield. 413-499-0524. Meetings 2nd Wednesday and 4th Tuesday of the month.
- Chicken Soup for Caregivers, Ralph Froio Senior Center, 330 North St., Pittsfield. 413-499-9346. Meets monthly on 2nd Wednesday.
- Alzheimer's Caregiver Support Group, Epoch Assisted Living at Melbourne Place, 140 Melbourne Rd., Pittsfield. 413-499-1992. Meets 3rd Wednesday.
- Grandparents Raising Grandchildren, Ralph Froio Senior Center, 330 North St., Pittsfield. 413-499-9346. Call for meeting dates/times.

Communication

- Link-Up America and LifeLine Telephone Assistance, Verizon, 1-800-870-9999. Reduced prices for installation and local telephone service for people already participating in TAFDC (Temporary Assistance for Needy Families), EAEDC (Emergency Aid to the Elderly), Social Security Income, MassHealth, food stamp benefits, fuel assistance.
- Elizabeth Freeman Center, 43 Francis Ave., Pittsfield. 413-499-2425. Participates with the Berkshire County District Attorney's Office and Verizon's HopeLine program collecting and donating wireless phones and equipment to assist victims of domestic violence.
(http://aboutus.vzw.com/communityservice/hopeLine_northeast_list.html)

County Resources

- American Red Cross of Berkshire County, 480 West St., Pittsfield. 413-442-1506. In addition to blood services, CPR/AED and First Aid training, the local Red Cross offers:
 - Caregiver Training Program that assists children, spouses, friends and relatives caring for elders;
 - Berkshire's Bounty, a coalition of community volunteers who deliver perishable food to 15 meal sites in Berkshire County daily;
 - HIV/AIDS Program, providing home health and case management services to people afflicted with AIDS, and a Peer Support Group with classes for people successfully managing the disease to become mentors for newly diagnosed people;

- Medical Transportation Services utilizing volunteer drivers to transport patients within and outside of Berkshire County for medical treatment.
- The Salvation Army, 298 West St., Pittsfield. 413-442-0624; Capt's Scott and Karen Peabody. The local Salvation Army is part of the national Salvation Army. Services include emergency housing for disaster or domestic violence victims and temporary housing for troubled teens; assistance with food and groceries; utilities; soup kitchen; counseling services for persons with HIV, holiday events for families, and a thrift store.
- Berkshire United Way, 413-442-6948. Provides funding to 44 member agencies which provide services for the elderly, safe haven and emergency shelter for individuals and families, crisis intervention and counseling for victims of abuse, and affordable childcare for working families. **Mass 211: Dial 211 for information and referral for health and human services.**

Domestic Abuse

- Berkshire County Kid's Place, 63 Wendell Ave., Pittsfield. 413-499-2800. Berkshire County Kids' Place and Violence Prevention Center, Inc. provides an interdisciplinary, cooperative team approach to address the needs of children subjected to violence. The center provides a safe, caring, home-like atmosphere that coordinates the combined knowledge of law enforcement, social service, medical, prosecutorial, and mental health agencies to ensure an effective response to childhood trauma.
- The Sexual Assault Intervention Network coordinates child sexual and physical abuse investigations with state and local police, the Dept. of Social Services, and the District Attorney's Office. Ensures medical and mental health care for victims.
- Kid's Transport is a DSS funded program providing transportation for DSS involved children, ages infant to eighteen for supervised visitation with parents and siblings, doctor/therapy appointments, after school programs and other appointments.
- CASA, the Berkshire County Court Appointed Special Advocates program serves abused, neglected and troubled children by court referral.
- The Elizabeth Freeman Center, 43 Francis Ave., Pittsfield. 413-499-2425 provides services to victims of domestic violence and sexual assault such as safety planning, shelter, legal and housing advocacy, residential services to women in recovery, individual and group counseling, advocacy and support, 24-hour battered victim's hotline, court assistance and walk-in services.
- HAVEN (Human/Animal Violence Education Network, 413-447-7878 (www.havennetwork.org) is an organization that recognizes the ways abusers use pets to control their victims. Operated through the Elizabeth Freeman Center and The Berkshire Humane Society and provides temporary safe housing for pets.

- Berkshire Humane Society, 214 Barker Road., Pittsfield. 413-447-7878. Supports HAVEN and Safe Pet Program that provides short term emergency housing for pets owned by victims of domestic abuse or families in crisis. Also maintains a pet food pantry.
- MSPCA Animal Cruelty, 1-800-628-5808
- Elder Abuse Hotline, 1-800-922-2275

ELDERS

- Elder Services of Berkshire County, Inc., 66 Wendell Ave., Pittsfield, 413-499-0524. Services include: Adult family care, group adult foster care, personal care assistance, home care, senior community service employment program, caregiver respite, meals-on-wheels, protective services, money management, emergency assistance fund, TV, newspaper and education programs, nursing home screening, information & referral.
- Dalton Council on Aging, 400 Main St., Dalton, 684-2000. Provides a variety of services including lift van transportation (elders and disabled Dalton residents of any age), retiree health insurance counseling, wellness and social activities as well as information on programs and services available in Dalton.

FINANCIAL ASSISTANCE

- Homeowner Options for Massachusetts Elders (HOME), 1-800-553-5337. An independent, non-profit counseling agency whose mission is to “conserve and protect the equity of the low/moderate income elder homeowners.” Offering “Remainder of Life Planning”, foreclosure prevention, consumer protection, reverse mortgage counseling, SELOC (Senior Equity Line of Credit) program.

FOOD

- Project Bread – food source hotline for info. on food stamps 1-800-645-8333.
- Dept. of Transitional Assistance, 75 S. Church St., 4th floor, Pittsfield, 413-236-2000. Application for food stamps. Food stamp eligibility is based on income and certain expenses such as medical and shelter expenses. Can apply over the phone or online. Average benefit for seniors in MA is \$88/month.
- Elder Services of Berkshire County, Inc. provides lunches for people age 60 and over at many sites around the county, Monday through Friday, as well as Meals on Wheels for homebound elders. 413-499-0524 for locations and times.
- Serve New England, 1-888-742-7363, or contact the Dalton COA at 413-684-2000. A community-building program that helps residents save on their monthly food bills in return for 2 hours of volunteer work. Family Meal Package contains food for 4 meals for 4 people. Serve’s monthly newspaper carries meal plans with recipes and serving tips. Monthly “specials” also offered.

- **HOT MEAL LOCATIONS**

- **Breakfast:**

- The Salvation Army, 300 West St., Pittsfield 413-442-0624, Monday through Friday, 9 AM

- **Lunch:**

- Christian Center, 193 Robbins Ave., Pittsfield 413-443-2828. Monday through Friday at noon.
- The Salvation Army, 300 West St., Pittsfield 413-442-0624, Saturday at noon
- Sunday Lunch served at the First Congregational Church, Dalton at 1 PM on Sundays

- **Dinner:**

- The First Baptist Church, 88 South St., Pittsfield 413-443-4539, Monday at 5:30 PM
- First United Methodist Church, 55 Fenn St., Pittsfield. 413-499-0866, Tuesday at 5:00 PM
- South Congregational Church, 100 South St., Pittsfield. 413-442-7357, Wednesday at 5:00 PM.
- St. Stephen's Church, 67 East St., Pittsfield. 413-448-8276, Thursday & Friday at 5:15 PM.
- The Salvation Army, 300 West St., Pittsfield. 413-442-0624, Sunday at 4:30 PM.

FOOD PANTRIES

- Central Berkshire Programs (BCAC), 1531 East St., Pittsfield. Emergency food pantry. Can be utilized every 60 days. Tuesday, Wednesday and Thursday, 10 AM to noon.
- St Marks Church, Pittsfield. Fridays, 9-11 AM.
- Christian Assembly Church, 850 Williams St., Pittsfield. 413-442-1495. Tuesday, 2-4 PM and Friday, 10 AM to noon.
- Christian Center, 193 Robbins Ave., Pittsfield. 413-443-2828. Monday through Friday, 10 AM to 3 PM.
- First Baptist Church, 88 South St., Pittsfield, 413-443-4539. Tuesday, 11 AM to 1 PM. (Baby formula available).
- Salvation Army, 300 West St., Pittsfield, 413-442-0624, Monday through Friday, 9-11 AM. (Baby formula available).
- South Congregational Church, 100 South St., Pittsfield, 413-442-7357, Tuesday through Friday, 9-11 AM.
- St. Joseph's Church, 414 North St., Pittsfield, 413-445-5789. Third and fourth Friday of the month, 8-9 AM.
- St. Agnes Church, 489 Main St., Dalton, Thursday, 6-6:30 PM
- Hinsdale Congregational Church, 413-655-2670, Thursday, 10-11 AM.

- Reigning Love Church, 235 East St., Pittsfield, 413-448-6221, Thursday, 10-2. (No distribution on the 1st Thursday of the month).
- Dalton United Methodist Church, 755 Main St. 413-684-0521. Tuesday, 2-5 PM; also free clothing, infants to adult.
- Veterans Outreach Center, Pittsfield, 413-499-0256, Monday through Friday, 10 AM to 4 PM (Veterans only).

FUEL

- BCAC (Berkshire Community Action Council), 1531 East St., Pittsfield, 413-445-4503. Offers sign-ups for fuel assistance, utility discounts, weatherization and arrearage management. BCAC is the primary contact for LIHEAP, RAMP and RAFT.
- CET (Center for Ecological Technologies), 112 Elm St., Pittsfield, 413-445-4556. MassSAVE energy surveys and rebates, weatherization and conservation assistance, bio-heat co-op program.
- Massachusetts Good Neighbor Fund, 1-800-262-1320. A cooperative effort between the Salvation Army and Massachusetts energy companies. Fuel assistance to MA residents in temporary financial crisis who do not qualify for state or federal funds provides \$275 payable to the energy provider.
- WMECO (Western Mass Electric Company), 1-800-286-5844 offers an arrearage forgiveness program; helps customers with fuel assistance; operates NUSmart program that helps customers get fuel assistance and arrearage forgiveness. WMECO also partners with the Massachusetts Good Neighbor Fund, Citizens Energy Corp. and MassSAVE and HELPS.
- Citizens Energy Corporation, 1-877-563-4645 (www.citizensenergy.com) provides eligible customers credit for natural gas or oil.
- Home Energy Loss Prevention Service (HELPS) provides in-home energy audits. Residential energy conservation and rebate programs for energy efficient equipment.
- Citizens Energy Oil Heat Program, 1-877-JOE-4-IOL. A one time delivery of up to 100 gallons of home heating oil to qualified families.
- MassSAVE, 1-866-527-7283 is affiliated locally with Berkshire Gas Co. and WMECO. Assistance with improving energy efficiency and energy cost savings, and rebates for installation of energy efficient equipment.
- Berkshire Gas Co., 115 Cheshire Rd., Pittsfield, 1-800-292-5012. RAMP (Residential Arrearage Management Program) provides assistance to families with gas bills in arrears. May qualify for forgiveness of past overdue bills up to \$3,000. Also partners with the Massachusetts Good Neighbor Fund, Citizens Energy Corp., MassSAVE and HELPS.
- LIHEAP (Low Income Home Energy Assistance Program), a federally funded program providing fuel assistance to low income families. In Berkshire County, serves over 7,000 households.

GOVERNMENT

- Senator Benjamin Downing, 20 Bank Row, Suite 202, Pittsfield, 413-442-4008.
- State Rep. Denis Guyer, 462 Main St. (Town Hall), Dalton, 413-684-0033.
- 911 – Dalton Police, Fire Dept. and Emergency Management Services

HOUSING

- Home Modification Loan Program, 617-204-3724. Administered by the Commonwealth of Massachusetts, MRC provides low cost loans to modify the homes of adults and children with disabilities (MA Rehab Commission)
- RAFT (Residential Assistance for Families in Transition), provides short term financial assistance to families for obtaining new housing, retain housing or otherwise avoid homelessness.
- US Dept. of Agriculture Rural Development, 413-585-1000. Federal programs provide loans and grants to very low income homeowners to repair or improve their homes or to remove health and safety hazards.

EMERGENCY SHELTERS – Call your local Police Dept.

LEGAL ASSISTANCE

- Western Mass. Legal Services, 152 North St., Pittsfield, 413-499-1950 or 1-800-639-1509. Free legal advice, information and representation to low income people and elder in non-criminal cases of fuel assistance, food stamp rights, housing, public benefits, domestic violence, employment law, family law or elder law.

MEDICAL

- Berkshire Health Systems, 413-447-2000. (www.berkshirehealthsystems.org)
- Berkshire Medical Center, 413-447-2000. Level 2 trauma center; care in cancer, cardiology, advanced women's imaging and bariatric surgery.
- The Brien Center, 413-499-0412 – A network of mental health and substance abuse services. Clients of any age who live or work in the Berkshire and require any level of mental health or substance abuse services are seen.
- Berkshire Visiting Nurses Assoc., 413-447-2862
- Lee Regional Visiting Nurse Assoc., 413-243-1212
 - Both provide community health services such as flu immunizations and health screenings monitoring blood pressure, blood sugar, counseling on health related issues, referrals to other medical care providers and wellness program, immunization clinics for children & adults. Nurses also provide treatment, education and guidance to patients and families during times of illness or disability.

- BHS Health and Wellness Community Outreach Van, 4130445-9215. Visits rural areas, neighborhoods, businesses, community events to improve access to health services beyond the hospital setting. Health education, health insurance, screenings.
- Project HEROA, The Women's Health Network, 413-447-2378, offers free mammograms and PAP smears for uninsured or underinsured women. Also assists with diagnostic services for breast and cervical cancer including biopsy and radiology. Screening for hypertension, cholesterol, diabetes and health lifestyle counseling.
- Hospice Care in the Berkshires, Inc., 877 South St., Suite 4 East, Pittsfield, 413-443-2994 provides end-of-life care to local residents in or out of the home.
- Hospice Services of Western MA LLC, 66 West St., Pittsfield, 442-0045 provides end-of-life care to local residents in or out of the home.
- MassMedLine, 1-866-633-1617, Pharmacy Outreach Program operated by the Massachusetts Executive Office of Elder Affairs and the Massachusetts College of Pharmacy and Health Sciences. Any MA resident may call to inquire about programs that provide access to prescription medications.
- United Cerebral Palsy of Berkshire County, 208 West St., Pittsfield, 413-442-1562. Durable Medical Equipment Loaner Program, the only loaner program of durable medical equipment in Berkshire County. UCP repairs and services both manual and power assisted medical equipment including wheelchairs and scooters. Used wheelchairs, walkers, scooters, portable (temporary) ramps, canes, but seats and other mobility devices are often available at no cost.
- MassHealth, 1-888-665-9993 (TTY: 1-888-665-9997). Commonwealth of Massachusetts Executive Office of Health and Human Services. Health care benefits for low and medium income residents. Program pays part or all health insurance premiums. May qualify even if covered by another insurance.

VETERANS SERVICES

- Dalton Veterans' Service Office, Dalton Town Hall, 462 Main St., 413-684-6111 ext. 19. Office hours Thursday, 4-6 PM, Friday 1-3 PM. Referrals to regional Veteran's services as needed; assists veterans with the needed paperwork to pay their bills through a financial aid and fuel assistance program. The VA Aid and Attendant Program will pay toward nursing home or assisted living care for a veteran or spouse.
- VA Outpatient Clinic, 73 Eagle St., Pittsfield, 413-499-2672 is affiliated with the Veteran's Administration Medical Center in Northampton, MA. Programs include medical and psychiatric clinics, nutrition, respiratory, spirituality, nursing services and therapy groups. In order to be eligible for these services, you must be a veteran and enrolled in the VA health system. The outpatient clinic has applications and will assist veterans in filling out the necessary paperwork.

- Veterans' Outreach Center, 152 North St., Pittsfield, 413-499-0256. The Vietnam Veterans' Mobility Family Service project is part of this center which offers transportation, a food bank which is open on Fridays from 11 AM to 1 PM and also offers information on Veterans' benefits.

WOMEN AND CHILDREN

- Women, Infants and Children Program (WIC), 413-445-9429, provides food packages, vouchers, nutrition counseling and budgeting/shopping skill training to eligible women and their children up to 5 years old. WIC checks may be used to buy nutritious foods like milk, eggs, cetera, cheese, infant formula and vegetables. Single fathers, grandparents, legal guardians and foster parents may also apply for children under 5 in their care. Those who currently get food stamps or MassHealth are automatically eligible. WIC also offers immunization screening and referral, breastfeeding support, referrals for medical and dental care, child care, fuel assistance and housing.
- Big Brothers Big Sisters of Berkshire County, 292 North St., YMCA Building, Pittsfield, 413-443-9471. The mission of Big Brothers Big Sisters is to help children reach their potential through professionally supported, on-to-one relationships with adults. BBBS offers a Traditional Program that matches an adult with a youth for a one year commitment, or a school/site based program that matches high school students, one-to-one with elementary students in a supervised setting.

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